



## **State Fund**

### **Agency Information Technology Performance Report 2017 Biennial Report**

**Please complete this report by close of business October 25, 2016.**

**Please upload your final Performance Report and all applicable spreadsheets to your individual Agency folder in the Biennial Reporting SharePoint Site found at:**

[https://ent-sp1.mt.gov/sites/bienrpt/\\_layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx](https://ent-sp1.mt.gov/sites/bienrpt/_layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx).

MCA [2-17-521\(4\)](#) requires the Department of Administration to prepare a biennial report on Information Technology (IT) based on the Agency IT Plans and Performance Reports required under MCA [2-17-524](#).

This performance report evaluates progress made towards the objectives articulated in your 2014 Agency IT Plan, which can be found at:

[https://ent-sp1.mt.gov/sites/bienrpt/\\_layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx](https://ent-sp1.mt.gov/sites/bienrpt/_layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx).

Please answer each section below based on your 2014 Agency IT Plan (*add lines to the tables as needed*).

**Section 1:** An evaluation of the Agency's performance relating to IT (MCA [2-17-524\(3\)\(a\)](#)).

- Referencing the goals and objectives noted in Section 10 of your 2014 Agency IT plan, please fill in the table below with the information for each goal and objective.
  - 2014 Agency IT plans can be found in your Agency folder located at [https://ent-sp1.mt.gov/sites/bienrpt/\\_layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx](https://ent-sp1.mt.gov/sites/bienrpt/_layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx).
- Please provide an update on the efforts to implement your Agency 2014 IT goals and objectives. Your update may include how a goal/objective has advanced the Agency mission.

GOAL	OBJECTIVES	UPDATE
1. Develop and allocate IT staff for efficiency and cost effectiveness.	Manage IT staff and assets to support governance approved and prioritized business insurance goals.  Architect for flexible and low-cost system changes and reduced vendor lock in at the application level.	IT/ESPM staff and assets effectively support Executive and Board of Director approved business goals. Projects and ongoing infrastructure and application work met planned deliverables during this IT Agency Plan reporting period.  MSF's IT Architecture Team continually protects the data and environment through integrated layers of security; designs the environment to meet current and future needs of the business; and develops and enforces standards to deliver lower total cost support with greater business flexibility.
2. Provide an operational and competitive edge to MSF insurance service delivery.	MSF employees receive insurance functionality and system support that enables value-added and personalized customer service.  MSF stakeholders receive timely, anticipatory, and accurate insurance information.	MSF employees and stakeholders continue to receive reliable service, insurance functionality, and efficient support.  IT/ESPM employees deliver effective operational management of MSF data center and building IT infrastructure, as well as software maintenance and enhancements to core insurance and business applications.

3. Ensure MSF infrastructure and non-insurance applications support existing operational requirements and are positioned for flexibility.	<p>Develop and reinforce practices to secure data and minimize risk of exposure to non-authorized parties.</p> <p>Provides MSF employees and stakeholders with efficient systems and reliable operations environment.</p>	<p>As an insurance carrier MSF has a number of incremental security requirements driven by insurance business processes, the distribution of insurance product through independent third parties (insurance agencies), and the sensitive nature of the detail information collected. MSF continues to work on security policy and plan infrastructure in accordance with SITSD's security policies.</p> <p>MSF IT security team has:</p> <ol style="list-style-type: none"> <li>1) Transitioned anti-virus software from NOD32 to SCCM to align with State requirements.</li> <li>2) Added the Nessus tool to our software inventory to perform vulnerability scans. Vulnerability scans have been extended to include all systems.</li> <li>3) Multi-factor authentication has been added to all VPN connections.</li> <li>4) Data masking has been implemented in our development and test environments as a layer of protection for sensitive data.</li> </ol> <p>MSF data center and systems availability results meets or exceeds business requirements for established core and secondary applications.</p>
4. Provide leadership in MSF governance for effective planning and decisions, as well as improved project success.	Business driven and approved decisions with regular review and tracking of projects and operational metrics.	The MSF Executive team reviews project progress and operational metrics monthly. Multiple governance decisions are made on an annual basis and all are documented via an official order that includes signature from all Executives.

**Section 2:** An assessment of progress made toward implementing the Agency IT Plan (MCA [2-17-524\(3\)\(b\)](#)).

- Please detail progress made toward completing IT projects identified under section 11 of your 2014 Agency IT Plan.
  - Your Agency plan can be found in your Agency folder located at <https://ent-sp1.mt.gov/sites/bienrpt/layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx>.
- Please include project cost, schedule and completion information.

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
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Project Name:	Application and infrastructure lifecycle support	
Agency / Division	Montana State Fund	
Project / Program purpose and objectives	Ongoing support and maintenance for existing core business and business support applications.	
Estimated start date	July 2014 and ongoing	
Estimated cost	Managed within Board of Director approved annual IT/ESPM Department budget	
Funding source – 1	President/CEO and Board of Directors approved annual budget	
Funding source – 2	N/A	
Funding source – 3	N/A	
Annual costs upon completion	MSF ongoing hardware and software maintenance expense	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	<p>1. All planned and scheduled application and infrastructure lifecycle support work complete for MSF budget year 2014 (July 1, 2014 – June 30, 2015).</p> <p>2. All planned and scheduled application and infrastructure lifecycle support work complete for MSF budget half-year 2015 (July 1, 2015 – December 31, 2016).</p> <p>3. All planned and scheduled application and infrastructure lifecycle support work is complete or on track as planned for MSF budget year 2016 (January 1, 2016 – December 31, 2016).</p>	

ITEM	DESCRIPTION	ACTUAL AS OF JUNE 30, 2016
Project Name:	Data centric initiatives	
Agency / Division	Montana State Fund	
Project / Program purpose and objectives	Potential projects approved by MSF Board of Directors or governance committees to leverage volume of insurance business data.	
Estimated start date	July 2014 and ongoing	
Estimated cost	Managed within Board of Director approved annual IT/ESPM Department budget or within approved MSF project budget(s).	
Funding source – 1	President/CEO and Board of Directors approved annual budget	
Funding source – 2	N/A	
Funding source – 3	N/A	
Annual costs upon completion	unknown at this time	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	<p>Two data centric projects have been initiated within the last three years.</p> <p>1. A project to leverage our Insurance Intelligence data environment for National Council on Compensation Insurance reporting requirements is 100% complete. This effort used internal resources from approved annual IT/ESPM Department budget funds.</p>	

	2. A project to leverage our Insurance Intelligence data environment for improved claim analytics is ongoing. This project is approximately 60% complete. The effort is using internal resources from approved annual IT/ESPM Department budget funds.
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**Section 3:** An inventory of agency information services, equipment and proprietary software (MCA [2-17-524\(3\)\(c\)](#)).

To collect data on “information services” and “proprietary software”, we are leveraging LDRPS (L10). Our goal is to utilize and maintain LDRPS as the authoritative source for this information.

- Please verify the information in the LDRPS Spreadsheet, making any necessary updates or additions.
- Please email your updated spreadsheet to Dawn Pizzini, subject matter expert, at [dpizzini@mt.gov](mailto:dpizzini@mt.gov).
  - The LDRPS spreadsheet can be found in your Agency folder located at [https://ent-sp1.mt.gov/sites/bienrpt/ layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx](https://ent-sp1.mt.gov/sites/bienrpt/layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx).
  - We will pull a final LDRPS Spreadsheet for submission as part of the Biennial Report based on your Agency’s input.

For “equipment”, we are utilizing the standard Agency Inventory Template Spreadsheet we have used for past biennial reporting and that we are currently using to gather information for the IT Convergence project. The spreadsheet can be found in your Agency folder located at <https://ent-sp1.mt.gov/sites/bienrpt/ layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx>.

- If you **have** already provided your inventory for the IT Convergence project, please fill out the last tab labeled **DEVICES**.
  - Please review the entire workbook for accuracy and make any necessary changes.
- If you **have not** provided this inventory, please fill out the entire workbook.

Questions can be directed to:

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